

Black Girls Fighting Cancer (BGFC)

Warrior Box Operations Framework

Request Intake, Fulfillment & Survivor Engagement Guidelines

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Black Girls Fighting Cancer

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Participant Safety, Facilitation & Community Support Guidelines

Section	Page
Purpose of this Framework	3
Program Overview	3
Eligibility Guidelines	4
Request Submission Process	4
Request Review Process	4
Shipping Schedule	5
Shipment Preparation	5
Internal Tracking Procedures	5
Follow-Up Process	6
Survivor Engagement Opportunities	6
Appendix A	7
Appendix B	8-9
Program Review & Continuous Improvement	10
Closing Statement	10

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Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Purpose of this Framework

This document establishes the operational structure, fulfillment procedures, survivor engagement expectations, communication practices, and follow-up standards for the Warrior Box Program administered by Black Girls Fighting Cancer (BGFC), an initiative of Stiletto Boss Foundation (SBF).

The purpose of this framework is to:

- Establish a consistent process for receiving and fulfilling Warrior Box requests
- Ensure women impacted by cancer receive timely encouragement and support
- Promote ongoing engagement with BGFC programs and services
- Maintain accurate internal tracking and follow-up procedures
- Support responsible program growth and sustainability

This framework is intended to serve as an internal operating document and may evolve as programming expands.

Program Overview

The Warrior Box Program is designed to provide encouragement, comfort, and connection to women navigating cancer.

The program seeks to:

- Reduce feelings of isolation
- Introduce recipients to the BGFC community
- Provide practical and inspirational items
- Encourage participation in BGFC support programs
- Create opportunities for continued connection and survivorship engagement

Warrior Boxes are intended to complement—not replace—medical, psychological, financial, or social services.

Black Girls Fighting Cancer (BGFC)

Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Eligibility Guidelines

Warrior Boxes are currently available to individuals impacted by cancer.

Recipients may include:

- Cancer Patients
- Cancer Survivors
- Metastatic Thrivers
- Individuals currently undergoing treatment
- Individuals referred by healthcare providers or community partners

Eligibility criteria may evolve as program capacity and funding expand.

Request Submission Process

Warrior Box requests are submitted through the official BGFC Warrior Box Request Form hosted in Cognito Forms.

Requests may originate from:

- BGFC Website
 - Social Media
 - Community Events
 - Healthcare Providers
 - Community Partners
 - Direct Referrals
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Request Review Process

Submissions should be reviewed for completeness and accuracy.

Verify:

- Name
- Mailing Address
- Phone Number
- Email Address
- Additional information needed for fulfillment

Incomplete submissions should be followed up on as needed.

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Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Shipping Schedule

BGFC ships Warrior Boxes twice monthly.

Shipping cycles include:

- Mid-Month Shipment
- End-of-Month Shipment

Requests received after shipment preparation deadlines may be moved to the next available cycle.

Shipment Preparation

Prior to each shipping cycle:

- Export recipient information from Cognito Forms
 - Generate shipment list
 - Verify shipping addresses
 - Prepare labels
 - Pack Warrior Boxes according to current packing guidelines
-

Internal Tracking Procedures

Track the following:

- Date Request Received
- Shipment Cycle Assigned
- Date Shipped
- Tracking Number
- Date Delivered
- Follow-Up Email Sent
- Follow-Up Call Completed
- Anchor Support Space Invitation Sent
- Additional Notes

Black Girls Fighting Cancer (BGFC)

Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Follow-Up Process

Recipients should enter the Warrior Box Follow-Up Process after shipment.

Follow-up activities include:

- Welcome Email
- Delivery Confirmation
- Follow-Up Phone Call
- Invitation to Anchor Support Space
- Introduction to additional BGFC resources and services

Survivor Engagement Opportunities

Recipients may be invited to participate in:

- Anchor Support Space
- Survivor Spotlights
- Community Events
- Educational Programs
- Survivorship Initiatives

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Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

APPENDIX A

Warrior Box Welcome & Receipt Confirmation Email

Subject: Welcome to the BGFC Family

Dear [First Name],

We hope your Warrior Box arrived safely and brought a little encouragement during your journey.

On behalf of Black Girls Fighting Cancer, we want to officially welcome you to the BGFC family. We are honored to walk alongside you and provide support, resources, and community as you navigate your cancer experience.

We would love to confirm that you received your Warrior Box and hear how you are doing.

We also invite you to join our Anchor Support Space, a virtual support community where women impacted by cancer can connect, share, and receive support in a safe and welcoming environment.

Anchor Support Space meets virtually each month, and registration information can be found here:

[Insert Registration Link]

Please know that you are not alone. If there is anything we can do to support you, we encourage you to reach out.

With love and support,

Black Girls Fighting Cancer

www.blackgirlsfightingcancer.org

(216) 440-5832

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APPENDIX B

Warrior Box Follow-Up Phone Script

Introduction

Hello, may I speak with [Name]?

Hi [Name], my name is [Volunteer Name] and I'm calling on behalf of Black Girls Fighting Cancer.

Do you have a few minutes to talk?

Receipt Confirmation

I wanted to check in and make sure you received your Warrior Box.

(Pause)

Were all of the items received in good condition?

Wellness Check

We also wanted to see how you are doing and make sure you know that additional support is available through BGFC.

How have you been doing lately?

(Allow conversation and listen.)

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Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Program Invitation

One of the programs we offer is our Anchor Support Space, a virtual support community for women impacted by cancer.

Have you heard about Anchor Support Space before?

(Provide details and registration information.)

Additional Support

Is there anything additional you need or any way BGFC may be able to support you at this time?

(Document needs, requests, or concerns.)

Closing

Thank you for taking a few minutes to speak with me today.

We are honored to support you and are so glad you are part of the BGFC family.

If you need anything, please do not hesitate to reach out.

Have a wonderful day.

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Warrior Box Operations Framework

Participant Safety, Facilitation & Community Support Guidelines

Program Review & Continuous Improvement

This framework should be reviewed periodically by BGFC leadership and volunteers.

Review considerations may include:

- Recipient feedback
 - Follow-up outcomes
 - Shipping trends
 - Program capacity
 - Funding availability
 - Opportunities for program enhancement
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Closing Statement

The Warrior Box Program exists to remind women impacted by cancer that they are not alone.

Through thoughtful outreach, meaningful follow-up, and compassionate engagement, Black Girls Fighting Cancer seeks to create experiences that offer comfort, encouragement, and connection while building lasting relationships within the BGFC community.